Student Help

v. 4.2

Last Update: June 2005

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About Help

Using Online Help

Version 4.2
Online Help for the student answers frequently-asked questions and provides step-by-step procedures for taking online courses. The Course Features section contains Help pages for each area of the course. Other Help topics cover basic procedures for logging on, navigation and course access, and online enrollment.

To access Help: After you have logged on, click *Help* in the left-side navigation bar. Help will appear in a pop-up window above the page you are viewing.

To navigate in Help: Online Help uses a two-frame structure, with tabs for the Table of Contents, Index, and Search features in the left frame (the navigation frame), and the actual Help text in the right frame. In the left navigation frame, use the tabs described below to access three help routes:

Help Routes	
Contents	Displays an expandable Table of Contents. Click a "book" to display sub-topics. • A plus sign (+) to the left indicates the book contains un-opened sub-topics. • A minus sign (-) to the left indicates the book is fully expanded. • Click on a Help page (indicated by a page icon) to view the information for that topic.
Index	Displays a full list of help subjects. • Scroll down the Index list to view subjects. • Type a keyword or string of characters in the text box to go to a point in the Index (example: Type the letter 'S' to go to the 'S' section of the Index.)
Search	Allows for search by word or phrase typed into the designated text field. Hit *Enter* to view search results.

Other Help routes:

- For links to frequently accessed topics, go to Shortcuts to Help Topics.

Working with the Help pop-up window:

- Scroll bars allow you to scroll through text in both the left and right frames.
- Click and drag on the window borders to expand the pop-up window to a desired size, or click the maximize button to display a full-page.

- Click and drag on the title bar to move the pop-up window.

- Tip: Use the menu at the top of the pop-up window to search for text on a given page. (Click inside the page in Help that you wish to search, then click *Edit / Find* from the top menu. Enter the word or phrase you want to find.)

To print:

- **Print an individual Help page:** Right-click in the right frame of Online Help (where the Help information is displayed), then select *Print* from the pop-up menu that appears above the Help text.)
- **Print the Table of Contents:** Right-click in the left frame of Online Help (where the Help Table of Contents is displayed), then select *Print* from the pop-up menu that appears above the Table of Contents.

  Note: Before right-clicking, expand any "books" in the Table of Contents that you would like to print. Next, right-click in an area that is not directly on the list of "books" and Help pages in the Table of Contents (for example, immediately beneath the list of "books"). Otherwise, the *Print* selection will not appear in the pop-up menu.

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Differences in Course Formats, Look and Feel

- The look and feel of your course (buttons, icons, banner frame images, colors, and other aspects) can be customized by your organization. Your instructor can also turn off features or hide buttons, so there may be selections described in Help that you cannot access.
- There are a number of different course formats that could be in use at your organization. Courses can be created internally by course designers within your organization, or they can be provided by outside course vendors. The format chosen by your organization can dramatically change the look and feel, including the location of links to each area of the course.

- Notes in Student Help regarding navigation and access to course features are based on internally created courses and therefore may not apply to every course format.

Legal Information

Shortcuts to Help Topics

Shortcuts to Help Topics

The table below contains links to frequently accessed Help pages.

Note: You can find these links (as well as links to additional topics) in the Table of Contents and Index.

Shortcuts			
Announcements	Course Keys	Help	Online Enrollment
Assignments	Course Page Navigation	Information Page	Profile (Student)
Associated Files	Course Page Icons	Internet Links	References
Bio (Instructor)	Demo	Left-Side Navigation Bar	Registration
Bookmark	Discussion	Lessons	Resources
Books and Supplies	FAQs	Location	Roster
Calendar	Feedback	Log On	Search
Chat	Forgot User Name and Password	My Courses	Shortcuts
Class Mailbox	Glossary	My Skills	Surveys
Communicate	Grade Book	Notes	Syllabus

Course Certificate		**Overview Page**	**Teams**

e-Learning Overview

e-Learning Overview

The e-Learning platform you are using gives you a framework for informed, interesting, and interactive learning. It allows for secure and dynamic learning with live and asynchronous areas of participation. You will receive quick assessment feedback and enjoy numerous modes of communication with peers and instructors. Here are some of the major features of this courseware:

e-Learning Features	
Course Management	Allows your instructors to create and maintain course material, assignments, exams, a class grade book, reference material, class surveys, and more.
Security	Provides password-protected registration, orders, and course use.
Communication	Offers a class Calendar, live Chat, feedback, a Discussion area to post and reply to threaded messages, e-Mail, Notes, and external collaborative tools such as e-conferencing. If your instructor has grouped students into Teams, there is a separate Chat, Discussion, Notes and e-Mail areas that can be used by each team.
Assessment	Instantly grades exams and updates student Grade Book; instructor can manually enter scores for participation, discussion, or other components of the class. Instructors can also manually grade essay questions from exams.
Multimedia	Provides rich, interactive audio, video, animation, and e-conferencing.
Resources	Includes Books and Supplies, Glossary, References, Internet Links, and FAQs. If enabled, SkillBridge provides skills gap analysis reporting and tracking.
Course Navigation	Lets you structure and pace your own learning.

See Online Learning Tips, also in this section of Help, for information on effective course learning and participation.

Online Learning Tips

Here are some practical suggestions for taking a course online. Use appropriate Internet etiquette, save your work off-line, learn to copy-and-paste, be patient, and manage your time effectively.

Online Learning Tips	
Use Internet etiquette	The same expectations and standards of communication are expected of you online as well as off line, whether submitting a written assignment, sending an e-mail, or entering a chat room.
Be patient and manage your time effectively	Learn to allocate enough time before scheduled online class meetings, assignments, exams, etc. so that you are not caught behind. Take note of the time it takes you to complete a lesson or an assignment, and use that information to best plan your future online sessions.
Use copy-and-paste techniques	**Example**: Using standard copy and paste techniques, you can copy your instructor's threaded discussion comments into your notes.
Use client-side files if given to you by your instructor	CD-ROMs, floppy disks or other media may be part of your required resources. Client-side designated files (on whatever kind of disk) are installed and read on your computer, the client machine, rather than on the Web server. This is especially effective for large files that take a long time to download or read via Internet access. See Associated Files for further information and set-up.
Make your responses and assignments lively and interesting	Come to online assignments with prepared comments and questions that are lively, informative, well-written, and interesting. The quality of communication with peers and instructors will be greatly enhanced.
Participate in online peer interaction outside of live, instructor-led class time	The more you use tools and techniques, the better you will be at taking online classes, making for a better overall learning experience.
Make arrangements with a help desk	This will help you to handle technical problems that occur during class. Your instructor can assist you in locating your neighborhood help desk.
Work with no more than two programs open at a time	You'll stretch your computer's memory by keeping too many programs open. **Example**: If you need to create an image and paste it into a communication, make sure you close out of your graphic authoring program before continuing.

Share your experiences with others	Peers and teachers can benefit from your experiences and vice versa.
Read the Student Help manual	You can read through the Help files systematically to become familiar with course navigation and features. Familiarizing yourself with the course in this way can save hours of clicking and surfing.

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Welcome / Log-On

Welcome Page

The Welcome page is the first page to appear when you type in the web site address (URL) for your learning site.

Note: This page does not apply to installations with Active Directory (your organization will inform you if you have this type of log-on procedure). Refer to Log-On (Active Directory).

A message from your organization will appear in the main display area.

If you have already been assigned a user name and password, you can enter it here to log on.

Without logging on, you can use the links in the left-side navigation area to enroll in a course (provided your organization offers online registration). Your organization may also offer links for you to information about your organization or view sample courses.

Link	Function
Course or **Buy Course**	Click either *Course* or *Buy Course* if you need to enroll in a course. (*Buy Course* will appear only if your organization allows you to pay for courses online.) Either link will take you to the Courses page, which lists all available courses. Click a course title to see an Overview page for a given course. Click the check box next to the course(s) you wish to take and click *Enroll Now* to begin the enrollment process. See the Online Enrollment/Registration section of Help for details. To narrow the display of available courses, you can select a specific Course Category at the top right side of the page. See the Online Enrollment/Registration section of Help for more information.
Buy Course Keys	For use by administrator who wishes to purchase Course Keys that will be distributed to students, and not use by students. (Students see Use Course Keys, below)
Use Course Keys	Course Keys are special access codes that allow students to enroll in a course directly, without having to submit payment information. The *Use Course Keys* link will appear only if your organization has chosen to allow the use of Course Keys. If you are authorized to use a Course Key, it will be provided to you by your organization. See To Use Course Keys in the Online Enrollment/Registration section of Help for procedures.
Log On	Click *Log On* in the left-side navigation bar. Enter your assigned user name and password, then click the *Log On* button beneath the user name and password fields. A list of all courses in which you are enrolled will appear. Click a course title to begin a course. Refer to the Beginning a Course section of Help for more information.

Information	Provides a page for optional, customized information that is supplied by your instructor or system administrator. For example, you might find registration procedures or facts about your organization or learning center.
Demo	Provides sample courses that you may try for free, if offered by your organization.

Note: After you log on, the selections that you see in the left-side navigation bar will change. See Left-Side Navigation Bar in the Navigation section of Help.

Log-On

Note: If your installation has Active Directory, please refer to Log-On (Active Directory). Your organization will inform you if you have this type of log-on procedure.

To log on:

Your organization will supply you with a URL (web site address) for the course, as well as a user name and password.

1. Enter the web site address in your browser. The Welcome page for your site will appear.
2. Click *Log On* in the left-side navigation bar.
3. Enter your user name and password.
4. Click the *Log On* button beneath the user name and password.

   Note: Some sites may offer a log-on area on the right side of the page where you can type your user name and password and click *Log On* in one step.

Notes:

- The logo in the upper left corner of the page is a link: click the logo to exit and return to the Welcome page from anywhere in the course.
- If enabled by your organization, a *Forgot Your User Name or Password?* link allows you to access your user name and password.
- After you begin a course, you can change your user name and password by selecting Profile in the left-side navigation bar.
- Time Outs: Your session is configured by default to time out after 20 minutes of inactivity.

Log-On (Active Directory)

Your organization will inform you if your site is configured for the Active Directory, which contains your user name and password plus personal and contact information. The Active Directory helps to recognize you as a user whenever you type in the web site address for your learning site.

When you log on initially, you will have to supply a user name and password. However, if you remain in the same browser session, you can visit other web sites and return to your learning site without having to log on again.

Initial Log-On:

- The system administrator will provide you with a site address (URL) for your learning site, along with a user name and password to log on as a student.

- When you first open a browser, a pop-up dialog box will appear with a request to enter your assigned user name and password.

- After entering the user name and password, you will be logged on as a student and a list of all courses in which you are enrolled (the My Courses page) will appear.

Within the same browser session:

- If you keep the same browser session, you can visit other Web sites and return to the URL for your learning site. You will not be asked to enter a user name and password again.

- Upon typing in the URL, you will be logged on a student and the My Courses page will appear.

With a new browser session:

- If you have visited your learning site and then ended the browser session, you will need to go through the same procedure as for an Initial Log-On if you open the browser and type in the URL for your learning site.

- Enter your user name and password in the pop-up dialog box; will be logged on a student and your My Courses page will appear.

Notes:

- Time Outs: Your session is configured by default to time out after 20 minutes of inactivity.

- With Active Directory, students are not eligible to self-register for courses.

Information Page

The Information page provides a place for specific and customized information about your organization or learning center.

Note: Your organization may choose not to offer an Information page.

To access:

1. After entering your URL, click *Information* in the left-side navigation bar of the Welcome page.

2. Return to the Welcome page by clicking on the logo in the upper left-hand corner, or click on another link in the left-side navigation bar (for example, *Courses*, *Log On*, or *Demo*).

Demo Page

The Demo page offers links to sample courses that you may try for free, or to an online tutorial if one has been created in your system. It will guide you through some of the features of the courseware and give you a sense of the look and feel of the site.

Note: Your organization may choose not to offer a Demo page.

To access:

1. After entering your URL, click *Demo* on the Welcome page.

2. Choose a course by clicking the course title.

After sampling a course or going through a tutorial, you can return to the Welcome page by clicking the logo in the upper left-hand corner, or make another selection from the left-side navigation bar (for example, *Courses*, *Log On*, or *Information*).

Online Enrollment

Online Enrollment Overview

If your organization offers online enrollment, you can self-register in a course even without logging on. When you enter the web site address (URL) for your learning site, the Welcome page will appear.

Note: Some learning sites are configured for a log-on procedure called Active Directory and do not offer either the Welcome Page or online enrollment; your organization will let you know if the Active Directory is in place for your site.

In the left-side navigation area, there will be a link labeled *Courses* or *Buy Course.* Click this link to view the Courses page, which lists the titles of all courses that are available for enrollment. You can click a course title to get more information about the course through the Overview page.

Once you have decided on one or more courses, you can click the check box next to those courses and click *Enroll Now* to begin the self-registration process.

The information that you need to fill in next can vary depending on several factors:

- Whether you are a new or returning user (if you have registered for a course before).
- If your organization asks you to submit payment information for the course. Some organizations may allow you to start a course right away after registering; others may ask you to submit credit card or other payment information, or will contact you to obtain that information.

After you click the *Enroll Now* button, the program will guide you through the steps that are necessary for enrollment in your situation.

Some organizations provide students with Course Keys, which are special access codes that students can use to gain entry into a course without having to go through the usual online registration process.

The pages that follow in this section of Help (Courses Page, Registration Procedures, and To Use Course Keys), provide further information on each aspect of enrolling online.

Many organizations use the Information Page (which can be accessed through the Info link on the Welcome page) to outline the online registration procedures that apply to their site. The instructions are then accessible to students before they log on.

Courses Page

You can access the Courses page before you log on. This page is similar to a course catalog, listing all available courses, with links to detailed descriptions of every course. If your organization has enabled online registration, you can enroll in one or more courses directly from this page.

Some organizations may list scheduled events that are offered separately from online courses. Examples of events include in-person seminars or class meetings, live online events, or video or media presentations. You can enroll in an event in the same way that you enroll in a course.

To distinguish between a course and an event on the Courses Page, check the entry for Type that appears in the line below the course or event title. For all courses, the entry for Type is *Online*. For events, the entry for Type is one of the following: *Seminar*, *Class*, *Live Online Event*, *Media-based Course*, or *External/Other Vendor*.

To access: After entering the URL, click *Courses* or *Buy Courses* in the left-side navigation bar of the Welcome page. Courses and events will appear in alphabetical order, and may be listed within particular categories.

To locate a course or event:

- **List by category:** If you do not see a course or event you are looking for in one category, select another category from the list at the top right side of the page.

- **Search by keyword:** You can also search for a course or event by entering a string of characters (part of word, or a word or phrase) in the Search field at the top of the page. The program will check for matches in the course code, course title, description, objective, or type.

- **Search by type:** Click the entry for Type that appears beneath the course or event tile. A list of all entries with the same Type will appear.

To view information about the course or event:

- If provided by the instructor, basic information such as a description, the number of credit hours, designation (e.g., a department within an organization) and price will appear on the Courses page beneath the course or event title.

- For more information, click a course or event title. See Course Overview Page and Events Overview Page for details.

To select a course or event:

1. Click the check box in the Enrollment column. You can select more than one course or event if you choose. Click *Enroll Now* to process your selection.

2. Depending on the set up for your organization, you may see a page that summarizes your selections, and gives you the option to remove selections. Click *Confirm* to process your choices, or to remove a choice, click the check box to remove the check mark and then click *Update* to process the change.

3. Once you have confirmed the courses you have selected, you will need to enter a user name and password. Choose from the following options:

    - For returning students (students who have already enrolled in one or more other courses), enter the user name and password you are currently using. Click *Log On.*

    - If enabled by your organization, select *Click Here to Look it Up* if you've forgotten your user name and password. If it is not enabled, contact your instructor or system administrator.

    - For new students, click *Register Now* to begin the registration process and to obtain a user name and password.

Completing the registration process:

After selecting one or more courses, the next steps in completing the enrollment process may vary depending on the registration method your organization has put in place. For example, you may be able to begin a course right away, you may have to submit credit card or other payment information, or you may be contacted at a later time by your organization for payment information. The program will guide you through each step you need to take.

If you need more detailed descriptions of each registration method, refer to the following page of Help, Registration Procedures.

The procedures for locating and selecting an event are identical to that for a course.

To view information about an event, click on the event title. Refer to following page in Help, Events, for details.

Registration Procedures

If you are enrolling in a course for the first time:

1. Click either *Courses* or *Buy Course* in the left-side navigation bar. (The *Buy Courses* link will appear if your organization allows you to pay for courses online.) The Courses page will appear next, where you will select the courses you wish to take.

2. Select a course:

- To help locate a course, use the Search feature at the top of the page, or click an appropriate category from the list at the top right side of the page.
- For background information, click a course title to see a course Overview.
- To enroll in a course, click the check box next to the course title and click *Enroll Now*. You can click more than one check box if desired.

3. Enter a user name and password, personal contact information, and, if appropriate, payment information.

The program will then guide you through the few additional steps you need to complete to complete the enrollment process.

- The specifics steps you will follow vary slightly depending on:

  a) whether you are a returning student or a new user to the system, and

  b) the type of payment method chosen by your organization. Note: You may not know in advance what payment method is in effect. You will be prompted as you go along to supply the necessary information.

  The table below outlines the steps that occur in each situation. The program will also guide you through the process.

Payment Method	Procedure
Direct Access	Direct Access registration allows you to begin a course as soon as you supply a user name and password, and supply personal contact information if you are a new user. You do not need to submit any payment information. 1. Enter your user name and password if you already have them from another course. 2. If you are a new user, you will be asked to fill out a Registration Form. Next, you will be asked to create your own user name and password. 3. A Registration Statement appears that summarizes the information you have entered and lists your course selections. Click *Begin* at the bottom of the page to go to a list of courses in which you are enrolled. 4. Click a course title to start the course.

Credit Card	Credit Card registration requires you to supply your credit card type, number and expiration date before you can begin a course. Once you submit the information, you can begin the course right away. 1. Enter your user name and password if you already have them from another course. 2. If you are a new user, you will be asked to fill out a Registration Form. 3. Enter your credit card information, which will be transmitted securely. * 4. If you are a new user, create your own user name and password. 5. A Registration Statement will appear that summarizes the information you have entered and lists your course selections. Click *Begin* at the bottom of the page to go to a list of courses in which you are enrolled. 6. Click a course title to start the course. * If the credit card vendor is World Pay, you'll be immediately linked to their Web site to set up your account.
Contact Me or Custom Payment	Contact Me or Custom Payment registration does not allow you to begin a course right away. Instead, you will be contacted by your organization to supply the necessary payment information. You will later receive confirmation that you can begin the course. 1. Enter your user name and password if you already have them from another course. 2. If you are a new user, you will be asked to fill out a Registration Form. 3. A Registration Statement will appear that summarizes the information you have entered, and lists your course selections. Click *Home* to return to the site Welcome page. 4. You will be sent an e-mail to request payment information. You will not be able to begin the course until you reply to the request. 5. Once you submit payment information, you will receive a second e-mail to confirm that you may begin the course. New users will be sent a user name and password (click *Profile* after you log on if you wish to change your password). 6. Enter the site address, and click *Log On* in the left-side navigation area. 7. Enter your user name and password. A list of all courses in which you are enrolled will appear. 8. Click a course title to begin.

To Use Course Keys

A Course Key is an access code that will allow you to enroll in a course directly, without having to submit any payment information. If your organization has authorized this type of enrollment, you will be contacted and provided with a Course Key for each course in which you are allowed to enroll.

1. On the Welcome Page, click *Use Course Keys* in the left-side navigation bar.
2. Enter up to five different Course Keys for five separate courses. Click *Next* to continue.
3. Enter a user name and password.

- If you already have a user name and password, you can enter it now.
- If you previously registered for any other course, you were given a user name and password at that time. Enter the same user name and password for this course.
- If you are a new user, you will be asked to fill out a Registration Form. After completing the form, you will be asked to create your own user name and password.

4. A Registration Statement will appear that summarizes the registration information and course selections you have entered.
5. Click *Begin* at the bottom of your Registration Statement. The courses in which you are enrolled will be listed (see My Courses page). Click a course title to start the course.

Beginning a Course

My Courses Page

The My Courses page is the first page you will see after you log on, and lists all the courses in which you are enrolled. This page is your entry point into a course.

If your organization offers events in addition to online courses, you will see the titles of events in which you are enrolled along with any courses in which you are enrolled. Note: The Type column indicates whether a particular title is for a course or an event. For all courses, the entry for the Type column is *Online*. For events, the type of event is listed: *Seminar*, *Class*, *Live Online Event*, *Media-based Course*, or *External/Other Vendor*.

Your first and last name will appear at the top of the My Courses page. For each of your courses or events, the page also includes: Course or Event Code, Title, and Availability (Open, Expired, or for a given date range). Small symbols to the left of the course title indicate your status (Not Started, In Progress, Completed or Expired). Roll your mouse over the symbols for a definition.

To view courses or events category: A Category pull-down menu is located at the top of the My Courses page. Select *All Categories* from the menu to see all courses and events in which you are enrolled, or select a specific category. Note: Courses and events that do not fall within a specific category will be listed under the *General* category.

To begin a course: Click a course title.

- If you are entering a course for the first time, a Course Overview page will appear; click the Begin button at the top right side of the page to begin.
- Refer to the Navigation section of Help to access the different areas of the course.

To begin an event: When you actually begin the event depends schedule set by the instructor and the type of activity. However, as far as your record in the student Grade Book is concerned, you "begin" an event once you click on the event title. At this point, your status in the Grade Book is updated from "Scheduled" for the event to "In Progress."

- When you click an event title, you will see the Event Overview page. You should at a minimum check the File Upload link from the Overview page to see if the instructor has prepared any files for you to download in association with the event.

Notes:

- Your status in a course will change from "In Progress" to "Complete" when you pass all exams for the course, or if the instructor changes your status to Complete.
- Your status in an event will change from "In Progress" to "Complete" when the instructor changes your status to Complete.
- If you have a question about your status, contact your instructor.

Course Overview Page

The Course Overview page includes a description and objective for the course, along with information on availability, credit hours, designation (e.g., a department within an organization), and price.

Before you begin a course, you can also link to information about the instructor, a course outline (Syllabus), and books and supplies or other materials (Associated Media). The File Upload link is under development.

To access:

Before logging on -

- After typing the URL, click either *Courses* or *Buy Courses* from the left-side navigation bar. The Courses page will appear. Click a specific course title in the list.

After logging on -

- If you not yet started a course, the Overview page displays automatically once you have clicked a course title. Buttons at the top-right side of the Overview page allow you to either begin the course or go back to a list of the courses for which you are registered.

  If you view the page before beginning a course, you will also see the following icons:

  - *Bio* displays information about the instructor.
  - *Lessons* displays the course outline (a list of lessons and topics, similar to a syllabus).
  - *Texts* lists required and recommended books and supplies.

- After you have started a course, go to any course content page by clicking on a topic in the Syllabus. Click the *Overview* icon at the top of the course content page.

Note: After you have started a course, you can also:

- Go to the Roster and click on the instructor name to see the Instructor Bio.
- Go to the Syllabus to see the course outline.
- Go to the *Resources* link in the left-side navigation bar to access required books and supplies or other material for the course.

Event Overview Page

If your organization offers events (see the Courses Page for description) you can click on an event title to view the Event Overview page. If supplied by the instructor, the page includes a description, objective, credit hours, designation, and price.

In addition, the Event Overview page displays information about the number of students who have enrolled. Max Seats indicates the number of students who are allowed to enroll, Total Enrollment is the number of students who have enrolled to-date, and Seats Remaining indicates the number of openings left.

If the number of Seats Remaining is zero, and you have not already enrolled in the event, you can still enroll if you wish. You will be placed on a Wait List until an opening becomes available. At that time, you will be notified by e-mail that an opening exists, and you will be asked to re-register if you are still interested in the event.

The Event Overview page also includes links at the top of the page for information about other aspects of the activity, such sessions and locations (see details below).

To access:

Before logging on -

- After typing the URL, click either *Courses* or *Buy Courses* from the left-side navigation bar. The Courses page will appear. Click a specific event title in the list.

After logging on -

- On the My Courses page, click an event title.

Links from the Event Overview Page:

Instructor: Includes contact information for the instructor and may include a photo and background information.

Sessions/Locations: A session is an individual occurrence of when and where an event will take place. A location can be a geographical location where an event takes place, a room of a building, a shelf in a library where material can be found, or any other physical location that the instructor needs to specify.

Associated Media: Associated Media includes books, supplies, or any other type of media that may be required or recommended by the instructor.

File Upload: Lists files that the instructor has made available for you to download in conjunction with the event. Before you have logged on, the files that are listed are display only. After you have enrolled in an event and have logged on, the files on this page are available for you to view and download.

Survey: The Survey link appears at the top of the Event Overview page only after you have enrolled in the event, and if the instructor has created a Survey to obtain student feedback. Once you have completed the event, you can submit your responses to the questions that appear here.

First Page Contents

After clicking a course title on the My Courses page, you may see one of the following pages (depending on how your system administrator has organized your site):

- The course Syllabus
- The first page of course content
(or the page that was last bookmarked)
- A full page Announcement
- An externally created HTML page

If your instructor has created any announcements for the course, the announcements will appear as a pop-up window on top of the first page contents. See Announcements in the Course Features section of Help for further details.

To begin the course, choose from the following options:

- If the Syllabus displays, click the first topic of the first lesson to begin.
- If an alternate page displays, either follow any given instructions or click *Syllabus* in the left-side navigation area to begin. Click the first topic of the first lesson to begin.

My Skills (SkillBridge Only)

If your organization has added the SkillBridge skill-gap analysis module to your learning system, you can access the SkillBridge site from the My Courses page. SkillBridge gives you the ability to perform a skills assessment, view a print-out of your assessment, and enroll directly in any required courses.

To access:

1. After log-on, click the My Skills button on the My Courses page. This will open up a pop-up window displaying the independent SkillBridge skills gap analysis site.

2. Resize the pop-up screen so it allows you to view your IntraLearn left-side navigation bar.

3. Use SkillBridge Help to navigate the SkillBridge site. Choose from the following options:

    - Click the question mark on SkillBridge's left-side navigation bar to open the Help Table of Contents.

    - Click the question mark in the upper right hand corner of the main page for context-sensitive Help particular to the page you are on.

4. Choose from the following standard options:

    - To perform a skills assessment, click either Profile or 360 Assessment.

    - To view or print a pre-existing skills gap analysis report, click *My Development Plan*. To print, simply use your browser's File>Print feature.

    - To enroll for IntraLearn courses based on your skills gap analysis report, follow this procedure:

        a. Click *Skill Queries & Reports.*

        b. Select *Individual Reports*.

        c. Click *My Development Plan.*

        d. Choose either Learning Event View (course listing) or Skills View (skills list).

        e. Select one or more courses.

        f. Click *Submit*. This will take back to your My Courses page in IntraLearn, where you can then take the new courses.

5. Continue to navigate through the SkillBridge site using Help as described above.

6. Exit SkillBridge by clicking *Logout* on the SkillBridge left-side navigation bar.

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Navigation

Left-Side Navigation Bar

In the left-side navigation bar, you can access different links depending upon where you are in a course. For example, after you have entered the URL for the course but have not yet logged on, you can select links to course information, a demonstration area, and a course catalog. As you proceed into the course, links to more features become available.

Some selections in the left-side navigation bar duplicate the linked icons at the top of all course content pages, making it easy to get around in the course. Your course provider may choose to customize the look and feel of buttons or disable some altogether.

The table below describes the functions of each navigation link.

1. After you enter the URL for the course, but before you log on, a Welcome page appears with the following links:

Link	Function
Course or **Buy Course**	Click either *Course* or *Buy Course* if you need to enroll in a course. (*Buy Course* will appear only if your organization allows you to pay for courses online.) Either link will take you to the Courses page, which lists all available courses. Click a course title to see an Overview page for a given course. Click the check box next to the course(s) you wish to take and click *Enroll Now* to begin the enrollment process. See the Online Enrollment/Registration section of Help for details. To narrow the display of available courses, you can select a specific Course Category at the top right side of the page.
Buy Course Keys	For use by administrator who wishes to purchase Course Keys that will be distributed to students, and not use by students. (Students see Use Course Keys, below)
Use Course Keys	Course Keys are special access codes that allow students to enroll in a course directly, without having to submit payment information. The *Use Course Keys* link will appear only if your organization has chosen to allow the use of Course Keys. If you are authorized to use a Course Key, it will be provided to you by your organization. See To Use Course Keys in the Online Enrollment/Registration section of Help for procedures.
Log On	Click *Log On* in the left-side navigation bar. Enter your assigned user name and password, then click the *Log On* button beneath the user name and password fields. A list of all courses in which you are enrolled will appear. Click a course title to begin a course. Refer to the Beginning a Course section of Help for more information.

Information	Provides a page for additional customized information that is supplied by your instructor or system administrator. For example, you might find registration procedures or facts about your organization or learning center.
Demo	Provides sample courses that you may try for free.

2. After you have logged on with a user name and password, the selections in the left-side navigation bar change.

   If enabled, the following links will appear after you select a course (the instructor can disable links to Profile, Search and Shortcuts).

Selection	Function
My Courses	Lists all courses in which you are enrolled. Symbols to the left of the course titles indicate the status of the course (Not Started, In Progress, Complete, Expired) Course Availability is listed to the right of the course title (Open, or a given expiration date set by the Instructor.
Profile	Holds information that identifies you as a student, including your user name and password and personal contact information. You can also enter personalized settings that impact Chat, the Class Mailbox, and other course features. In some courses, instructors may ask you to store files on your machine that are associated with the course; in your Profile, you will designate the drive on your machine where the associated files will be stored.
Grade Book	Links to detailed grade information for each course in which you are enrolled.
Search	Searches for a particular keyword or phrase in various areas of the course, including Discussion, FAQ's, Glossary, Internet Links, Notes, Reference or the Syllabus (course content) . A pull-down menu allows you to search areas in the pull-down menu or to narrow the search to one area.
Shortcuts	For any course in which you are enrolled, allows you to quickly link to Chat, Discussion, Notes and course content for a given lesson.
Help	Accesses Online Help.

3. Once you select a course, there are several ways to navigate:

- The Syllabus provides a course outline and a route through each lesson.
- Course Icons at the top of the content page link to selected activities.
- At the bottom of course content pages, *Back* and *Next* buttons provide easy access to adjacent topic content.
- In addition to the navigation links listed above, the following additional selections appear in the left-side navigation bar (if enabled by the instructor).

Selection	Function
Syllabus	Displays the course outline with links to each topic within each lesson. Use the Syllabus is also a quick way to navigate within a course. Click on a topic to go to see the full course content for that topic.
Roster	Lists the names, e-mail addresses, and locations of registered students, plus the name and e-mail address of the instructor. Click on any e-mail address to send an email. Click on the instructor name to see the Instructor Bio.
Resources	Provides links to information that is supplemental to the course: Glossary, FAQ's, Internet Links, and References.
Communicate	Provides links to communication features: Calendar, Chat, Class Mailbox, Discussion, Feedback, and External Collaborative Tools

Note:

- The logo in the upper left corner of the banner frame is a link: Click once from any page to return to the Welcome page.

Syllabus

The Syllabus is both a course outline and a primary route to get to course content, or the text of the course.

To access the Syllabus*:*

- After you log on and select a course, click the link for *Syllabus* in the left-side navigation bar.

To go to course content from the Syllabus:

- Click any topic title beneath a lesson heading. The program will take you directly to the course content page for that topic.

Notes:

- You may see topics in the Syllabus that are not selectable. If so, the instructor has not yet released the lesson that is tied to that topic.
- Your instructor may enable a feature that places red check marks next to all visited topics, so you can quickly see where you've already been.
- Your instructor may also have set up the course so that you have to pass an exam before continuing with course material. In this case, you will not be able to go into other lessons before passing a test (see Exams).
- If set by your system administrator, the Syllabus may be the first page that you see when you log on and select a course. The system administrator for your site has a number of other options when determining the first page a student sees after clicking a course title, including the first page of course content (or the page last bookmarked by the student), a full page Announcement, or an externally created HTML page.

Course Page Navigation

To get to a particular page within the text of the course, there are several available navigation routes:

- You can use the Syllabus to go to a particular topic.
- You can get around within a single lesson by clicking the links listed under the heading Other Topics at the bottom of the page.
- You can navigate a whole course, page-by-page, by clicking the *Back* and *Next* buttons, which take you to possible sub-topic material that you cannot access through the Syllabus. (The Syllabus will take you to topics only.) If you click *Syllabus* in the left-side navigation area to move to any topic within in a course, make sure that you don't skip sub-topic pages within a topic.

  The best way to proceed through a course so you don't miss any sub-topic pages is to use the *Back* and *Next* buttons or click a topic link at the bottom of any page.

  If your instructor has created sub-topics, they can only be accessed with the *Back* and *Next* buttons. Sub-topics will not display in the Related Topics links on the bottom of the course page and will not display in the Syllabus.
- Click the arrows to navigate from one sub-topic to another.

Notes:

- You can use the Bookmark feature to return to a particular page if you exit from, or you can use the Location feature to see where you are within the course outline.
- Remember to check any bright icons at the top of the page for lesson-specific assignments, exams, calendar dates, or team activities. These areas can be accessed only from the course content page.
- Your instructor can choose to de-activate certain features. If you don't see them, it means they're not enabled for your course.

Course Page Icons

There are icons that the top of every course content page that you can click to access course features quickly. (Note: To get to a course content page, click on a desired topic within the Syllabus.)

- Some course page icons may not appear at all if your instructor has disabled them.
- Gray icons indicate that designated features are enabled but no current assignment, activity or data has been given for a particular lesson.
- Some course features are only accessible through the course page icon. For example, you can only link to Assignments or Exams by clicking on an icon. Be sure to check each lesson to see if those icons are enabled - they will be bright in color.
- For some course features, you can link to a feature through the left-side navigation bar in addition to a course page icon. For example, you can access Chat, Class Mailbox, and Discussion from the *Communication* link in left-side navigation bar as well as from any course content page. Notes are also available from the *Shortcuts* link in the left-side navigation bar.

For more information on a particular feature, click on one of the links in the first column in the table below.

Icon/Feature	Description
Assignments	The instructor can post assignments in this area for each lesson in the course.
Bookmark	Bookmark a page while viewing course content, and with your next log-on, you will return to that page.
Calendar	View scheduled events for Exams, Discussion, Chat, Assignments, External Events (such as meetings), or Alerts. Lists up to seven instructor-posted events per date.
Chat	Allows live class communication.
Class Mailbox	Allows for individual, class and external e-mail.
Discussion	Provides an asynchronous forum for robust class discussions.
Exam	The Exam icon links to a regular exam (as opposed to a practice exam) for a lesson.
Location	Reports where you are in the course outline.

Overview	Displays a course description and links to course orientation features, the My Courses page, and the course itself. If you are logging on for the first time, you will also see icons that link to an instructor Bio, Texts and Lessons.
Notes	Links to an area where you can keep personal notes for the course.
Practice	The Practice icon indicates a practice exam. In appearance, practice exams look the same as regular exams, except that there are no essay questions, and your scores are not kept in the database (only you can view the result).
Survey	An instructor can create a survey for each lesson in the exam. If there is only one survey for the entire course, it is likely to be tied to the last lesson in the course.
Teams	Provides a link to team assignments, if enabled by the instructor.

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Course Features

Course Features Overview

In addition to the core content of your course, there are many other features that can accompany and enhance the course material. For example, you can also get Assignments, take Exams, view your personal Grade Book, communicate with other students through Chat and Discussion, look up Books and Supplies needed for the course, and navigate quickly to certain pages in the course through Shortcuts and Bookmarks. These and many other features are outlined in the table below.

Note: The instructor can choose to enable or disable certain features within a course, so it is possible that not all of the features listed below will be available.

Click on any of the links in the first column of the table to go to detailed instructions for that feature. Some of the features are accessible in more than one place in the course - see the 'Where to Access' column for details.

Feature	Function	Where to Access
Announcements	Provides a pop-up or full page screen with instructor announcements.	Appears with Overview page or appears automatically upon beginning a course.
Assignments	The instructor can post assignments in this area for each lesson in the course.	Course content page (icon)
Bio (Instructor)	Allows you to view a profile of the instructor and includes contact information for the instructor.	Before Logging On: Left-side navigation bar (*Courses* or *Buy Courses* link, then click on a course title to get to Overview page. Click on *Bio* link at top of Overview page.) After Logging On: Select a course in which you are enrolled, but have not yet started. Overview page will appear, with link to *Bio*. After Beginning Course: Left-side navigation bar (*Roster* link; click on Instructor Name at top)
Bookmark	Bookmark a page while viewing course content, and with your next log-on, you will return to that page.	Course content page (icon)

Books and Supplies	Lists required and recommended books and supplies for your course.	Before Logging On: Left-side navigation bar (*Courses* or *Buy Courses* link, then click on a course title to get to Overview page. Click on *Texts* link at top of Overview page.) After Logging On: On the My Courses page, click a course title for a course in which you are enrolled, but have not yet started. The Overview page will appear, with a link to *Texts*. After Logging On: Left-side navigation bar (*Resources*)
Calendar	View scheduled events for Exams, Discussion, Chat, Assignments, External Events (such as meetings), or Alerts. Lists up to seven instructor-posted events per date.	Left-side navigation bar (*Communicate* link) Course content page (icon)
Chat	Provides for live class communication.	Left-side navigation bar (*Communicate* or *Shortcuts* links) Course content page (icon)
Class Mailbox	Allows for individual, class and external e-mail.	Left-side navigation bar (*Communicate* link; or, click the *Roster* link and then click on a student or instructor e-mail address) Course content page (icon)
Course Certificate	Provides a printed certificate after you complete the last exam of the course.	Button to print certificate appears after completing last exam.
Discussion	Provides an area for threaded discussions (postings and replies).	Left-side navigation bar (*Communicate* or *Shortcuts* links) Course content page (icon)
Exams	The instructor may choose to set up regular or practice exams for some or all of the lessons in the course. After you pass the last exam in the course, you can print out a course certificate.	Course content page (icon)

External Collaborative Tools (ECT)	If enabled, provides third-party Web conferencing tools like eConferencing and NetMeeting.	Left-side navigation bar (*Communicate* link)
FAQs	Frequently-asked questions.	Left-side navigation bar (*Resources* link)
Feedback	If enabled, connects to a survey software on the Web.	Left-side navigation bar (*Communicate* link)
Glossary	Terms and definitions related to the course.	Left-side navigation bar (*Resources* link)
Grade Book	Check individual grades, scoring weights, look at instructor comments, exam details, your course grade and course status.	Left-side navigation bar (*Grade Book* link)
Forgot User Name and Password	For use in case you have forgotten your user name and password.	Log On page
Internet Links	Provides links to Web sites with additional information.	Left-side navigation bar (*Resources* link)
Lessons	Provides a list of lessons and topics within a course before you select a course (similar to a Syllabus, but with no links to course content).	Before Logging On: Left-side navigation bar (*Courses* or *Buy Courses* link, then click on a course title to get to Overview page. Click on *Lessons* link at top of Overview page.) After Logging On: Select a course in which you are enrolled, but have not yet started. Overview page will appear, with link to *Lessons*.
Location	Reports where you are in the course outline.	Course content page (icon)
Notes	Links to an area to keep notes for each lesson.	Left-side navigation bar (*Shortcuts* link) Course content page (icon)

Overview	Displays a course description and objective, availability, and price. If you have not yet started the course, you will also see icons that link to an instructor Bio, Lessons, and required Texts.	Before beginning a course: Left-side navigation bar (*Courses* or *Buy Courses* link, then click on a course title) Upon beginning a course: Automatically appears in pop-up window. After beginning a course: Course content page (icon)
Profile	Holds information that identifies you as a student, including your user name and password and personal contact information. You can also enter personalized settings that impact Chat, the Class Mailbox, and other course features. In some courses, instructors may ask you to store files on your machine that are associated with the course; in your Profile, you will designate the drive on your machine where the associated files will be stored.	Left-side navigation bar (*Profile* link)
References	Additional references, texts, citations, and other data.	Left-side navigation bar (*Resources* link)
Roster (Class List)	Lists names, e-mail addresses, and locations of registered students.	Left-side navigation bar (*Roster* link)
Search	Search for a particular keyword or phrase in various areas of the course, including Discussion, FAQ's, Glossary, Internet Links, Notes, Reference or the Syllabus (course content)	Left-side navigation bar (*Search* link)
Shortcuts	For any course in which you are enrolled, allows you to quickly link to Chat, Discussion, Notes and course content for a given lesson. Note: *Shortcuts* is not available In AICC, LRN, and SCORM courses.	Left-side navigation bar (*Shortcuts* link)

Surveys	The instructor can create a student survey for any lesson in a course. Taking a survey is similar to taking an exam, with True/False, Yes/No, Multiple Choice, and Essay questions.	Course content page (icon)
Teams	The instructor may set up team assignments. You can submit assignments from the teams area, and participate in a Chat and Discussion area specifically for your team. If the Teams icon is gray, there is no activity or assignment for that lesson. Be sure to look at Team activities in other lessons.	Course content page (icon)

Access Notes:

In the left-side navigation bar -

- The *Communicate* link provides access to Calendar, Chat, Class Mailbox, Discussion, External Collaborative Tools (ECT), and Feedback.
- The *Resources* link provides access to Books and Supplies, FAQs, Glossary, Internet Links, and References.
- The *Shortcuts* link provides access to Chat, Discussion, Notes, and course content.

At the top of the course content page -

- Icons link to Overview, Assignment, Exams (Practice and Regular), Notes, Calendar, Discussion, Chat, Class Mailbox, Bookmark, Teams, Location, and Surveys

The instructor can determine which links appear, so you may not see all of the links mentioned above in your course.

Announcements

Your instructor can create announcements for you throughout the duration of the course. You will see the announcement either as a pop-up window or as a full-page announcement you click on the course title on the My Courses page. Because the instructor can set an announcement to post and expire on particular dates, you may see a posted announcement at any time during the course.

To view Announcements:

1. The announcement will appear automatically when you begin your course (click on the Course Title on the My Courses page).
2. After viewing the announcement, choose from the following options:
   - For a pop-up window display, click the *Close* button to close the pop-up window. Click a topic in the Syllabus to proceed into the course, or select another feature in the left-side navigation bar.
   - For a full-page announcement, click *Syllabus* in the left-side navigation bar to continue in the course, or select another feature in the left-side navigation bar.

Note:

- If you are click the course title for the very first time, a course Overview page will appear. If there is an announcement, the announcement will either appear in a pop-up window, or as a full-page announcement after you click the *Begin* button on the Overview page.

Assignments

Assignments will appear as a pop-up window when you select the Assignments icon at the top of any course content page. Be sure to visit the assignment for every lesson. A gray icon means there is no assignment for that particular lesson.

There is no text box to work in for written assignments; responses need to be saved in Notes or in separate word documents to be sent to the instructor in a designated form of communication.

Example: Your instructor might ask you to write down some observations and submit them through the Class Mailbox.

To use Assignments:

- After logging on to your course, go to a course content page for a given lesson (from the Syllabus, select a given topic). Click the *Assignments* icon at the top of the page.
- Use the Lesson pull-down menu at the top of the Assignments window to check assignments for other lessons in the course.

Note: The instructor can also enter information about Assignments in the Calendar.

Bio (Instructor)

The Bio feature provides an instructor profile that is much like your student Profile. The instructor can provide an e-mail address, phone, fax, photo, and other background information that can be viewed by students.

To access the instructor Bio:

There are several ways to access the Instructor Bio. Choose from among the following methods:

Before beginning a course:

- In the left-side navigation bar, click *Courses* or *Buy Course* (if enabled) to see a list of available courses. Click a course title to see the Overview page for the course. Click the *Bio* icon at the top of the page.

When you begin a course for the first time:

- When you begin a course for the first time, the Overview page appears before you enter the course. Click the *Bio* icon at the top of the page.

After beginning a course:

- Click on the link to the Roster in the left-side navigation bar and then click on the instructor name.

Notes:

- Your instructor may choose to not include a Bio. If so, the *Bio* icon will not appear on the Overview page.

- To e-mail your instructor, choose from the following options after logging on:

    - Click *Communicate* in the left-side navigation bar. Click *Class Mailbox.* In the "To:" pull-down menu, the instructor's name will be indicated by an asterisk.

    - Click *Class Mailbox* from any course content page. In the "To:" pull-down menu, the instructor's name will be indicated by an asterisk.

    - Click *Roster* in the left-side navigation bar. Click on the instructor's e-mail address at the top of the Roster page.

Bookmark

The Bookmark feature allows you to leave the course content area of the course and return to the page where you left off. For example, you might be reading the text for a particular topic, and wish to check Chat or Discussion, or to log off entirely. If you have bookmarked the page before exiting, you can go directly to that page the next time you enter the course by clicking the course title on the My Courses page.

To use Bookmark:

1. On any course content page, click the Bookmark icon at the top of the page. You will receive the message *Page Bookmarked - Click OK to Continue*.

2. You can now leave the course content area by clicking on any of the links in the left-side navigation bar. You can also log off entirely if you wish.

3. To return to the page that you bookmarked, click *My Course*s in the left-side navigation bar, then click the course title.

Notes:

- The Bookmark feature is designed to let you return *once* to the point where you left off. After that, the program automatically clears the bookmark. The next time you click the course title, the program would take you to the course Syllabus. (In some installations, the system administrator may a page other than the Syllabus as the first page that the student sees after entering a course. See First Page Contents for details.)

- You can also bookmark an exam by clicking the *Save & Quit* button on any page of an exam.

Books and Supplies

You can access a list of books and supplies before or after you begin a course.

To access:

Before logging on -

1. Type in the URL for the site.
2. On the site Welcome page, click either *Courses* or *Buy Course* in the left-side navigation bar.
3. Click a course title.
4. Click the *Texts* icon at the top of the Overview page.

After logging on -

Before you begin a course: On the My Courses page, click a course title. The course Overview page appears. Click the *Texts* icon at the top of the Overview page.

After you begin a course: The Books and Supplies list is kept in the Resources area of the database, where you can also link to FAQs, Glossary, References, and Internet Links.

1. Click *Resources* in the left-side navigation bar, then click *Books and Supplies*. (Note: The link to Books and Supplies will not appear if your instructor has not supplied any information.)
2. Exit the Resources area by clicking any button on the left-side navigation bar.

Calendar

In the class Calendar, you can view events scheduled by the instructor for a particular course and date. If a date on the Calendar is highlighted in red text, at least one event has been posted. There can be up to seven event types per date: Exam, Discussion, Chat, Assignment, Meeting, External Events (such as e-conferencing), or Alert.

To access the Calendar:

After logging on and beginning a course:

- Click the Calendar icon at the top of any course content page. (To access a course content page, click on a given topic in the Syllabus.)

  -or-

- Click *Communicate* in the left-side navigation bar, then click *Calendar*.

To use the Calendar:

1. Select a month and year, choosing from the following options:
   - Click the arrows (forward or back) at the top of the calendar to move from month to month.
   - Select the Month and Year from their respective drop-down boxes beneath the calendar and click *Go*.
5. Click a highlighted date to view and print postings.
6. A Scheduled Events window will appear. Choose from the following options:
   - Click *Back* to return to the Calendar page.
   - Click *Previous* or *Next* to view other days with scheduled events.
   - To print postings, go to the File menu at the top of the Calendar window; select *Print.*
   - Close the window to return to the course content page.

Notes:

- It is up to you to go in to the Calendar and look for scheduled events. Check the Calendar frequently.
- Information about Assignments can be posted in the Calendar or in a separate Assignments page that you access by clicking the Assignments icon at the top of the course content page.
- The Calendar is a read-only feature for students. To send messages to your instructor or other learners, use Chat, Discussion, Class Mailbox or Teams.

Chat

The Chat feature provides an area for live messaging. You can post messages, attach files, and send e-mail to any individual who is in the chat room.

To access Chat:

After logging on to your course, choose from the following options:

- Click the *Chat* icon on any course content page.
- Click *Communicate* in the left-side navigation bar. Click *Chat.* A list of lessons will appear with the total number of chat messages for each lesson and a Last Posted Date. Click lesson name to enter the Chat area.
- Click *Shortcuts* in the left-side navigation bar. Select a particular course and lesson, then click *Chat* beneath the name of the lesson. A list of lessons will appear with the total number of chat messages for each lesson and a Last Posted Date. Click lesson name to enter the Chat area.
- If your instructor has assigned you to a Team, you can also go to a separate Chat room specifically for that team. Click the *Team* icon at the top of any course content page, then click the name of the team. Next, click the *Chat* icon at the top of the Teams assignment window. Members of the team are listed at the top of the window.

To use Chat:

In the Chat area, choose from the following options:

- **To post a message:** Enter a Chat message in the text box. Click *Enter* to post the message, which will appear in the upper area of the Chat window.
- **To enter text in color:** Click the *Set Font Color* button either before or after typing text in the text box. You will not see the color change until your message is posted. You can change the color of the entire message, but not of individual words.
- **To attach a file to a message:** Click the *Browse* button and locate a file on your computer. Click *Enter* to post the message with attachment. Keep the filename of the attachment under 50 characters long.
- **To view an attachment to a posted message:** In the upper area of the chat window, the attachment will appear as a "document" icon immediately before the message. Click the icon to open the attachment.
- **To see a complete list of users who are currently participating in Chat:** See the *Who's In* column on the right side of the window. The instructor as well as students can participate.
- **To send an e-mail to someone in the chat room:** Click a user name in the *Who's In* column. If that person has supplied an e-mail address, it will appear in the *To:* field at the top of the e-mail window.
- **To Refresh your messages:** In your student Profile, you set a personal Chat Refresh Rate, or how often new messages will be automatically posted in the Chat area (ranging from every 5 seconds to every 60 seconds). If you wish to view newly posted messages even before the system posts them automatically, click the *Refresh* button at the bottom of the Chat window.
- **To view Chat History:** To view the dates and times of messages, click the *History* button at the bottom of the Chat window. Messages will remain in the Chat area until

the instructor or system administrator deletes them. Click *Show Date/Time* to display the date and time each message was posted. Click *Close* when you are finished.

- **To use Chat Expressions:** The instructor may have created a designated list of Chat Expressions (e.g., GTG - got to go, BTW - By the way, etc.). If you select a Chat Expression from the drop-down menu, it will automatically be posted by itself as a message. If you wish to include a Chat Expression in text that you enter in the text box, you should type in the Chat Expression along with the text.

- **To create a Chat Nickname:** Go to the student Profile and enter the Chat Nickname field. This name will appear instead of your regular user name in posted messages and in the *Who's In* column.

To exit the Chat area:

- Click the *Log Off* button at the bottom of the Chat window when you are finished.

- If you do not click *Log Off*, you can still exit the Chat area by closing the Chat window, but your name will remain in the *Who's In* column for 24 hours. After that, the system will automatically remove your name.

Notes:

- The instructor and system administrator have the capability to view, edit, and delete any messages that have been posted.

- Messages will remain in the History file until they are deleted by the instructor or system administrator.

- In Netscape, when a Chat window is expanded with the upper right-hand Maximize button or lower right-hand drag, the resized window displays a refresh error.

Class Mailbox

You can send e-mail to another student, your instructor, the whole class, or to an external source. Make sure you have first entered either a POP Mail Server IP address or a Web URL in your student profile.

To send e-mail:

1. After logging on, select a course and choose from the following options for accessing e-mail:
    - Go to the any course content page and click the Class Mailbox icon.
    - Click *Communicate* in the left-side navigation bar. Then click the *Class Mailbox* link.
2. Choose a destination, either within or outside the class, by toggling between two *To:* fields.
3. Enter any CC: or BCC: field addresses (optional).
4. Enter a subject (optional).
5. Type or copy and paste into the message text field.
6. Choose the *Browse* button to upload a file from your computer as an attachment.
7. Click *Send*.

To receive e-mail:

1. After logging on and accessing the Class Mailbox as described above, select *Check Mail* to go to your external mail server. A POP Mail Server IP address and your user name and password are required, thus insuring security and confidentiality.
2. Click *Close* to finish.

Notes:

- Your POP Mail or e-mail address, user name and password are stored in your Profile, which you can get to from the left-side navigation bar.
- *Check Mail* brings a copy of your new messages. The originals remain in your Mailbox Inbox.
- If you see your screen go temporarily blank, it is refreshing the screen with new messages.

Course Certificate

If this feature is enabled, you can print a certificate after successful completion of all the exams in your course.

To print a certificate:

1. Complete and pass all course exams. In the case of a course with no exams, go to the last lesson and click the Exam icon at the top of the page. You'll be asked a question to which you need to respond correctly. Example: *Are you ready to complete this course?*

2. After successfully passing the last exam, a prompt will ask you if you want to print a certificate. Click the *Print Certificate* link. A pop-up window will appear. In the menu at the top of the pop-up window, click File/Print to send the document to a printer.

3. You can also print a certificate from your Grade Book at any time. After selecting the appropriate course, click the Print Certificate link at the top right side of the page.

Course Page Icons

There are icons that the top of every course content page that you can click to access course features quickly. (Note: To get to a course content page, click on a desired topic within the Syllabus.)

- Some course page icons may not appear at all if your instructor has disabled them.
- Gray icons indicate that designated features are enabled but no current assignment, activity or data has been given for a particular lesson.
- Some course features are only accessible through the course page icon. For example, you can only link to Assignments or Exams by clicking on an icon. Be sure to check each lesson to see if those icons are enabled - they will be bright in color.
- For some course features, you can link to a feature through the left-side navigation bar in addition to a course page icon. For example, you can access Chat, Class Mailbox, and Discussion from the *Communication* link in left-side navigation bar as well as from any course content page. Notes are also available from the *Shortcuts* link in the left-side navigation bar.

For more information on a particular feature, click on one of the links in the first column in the table below.

Icon/Feature	Description
Assignments	The instructor can post assignments in this area for each lesson in the course.
Bookmark	Bookmark a page while viewing course content, and with your next log-on, you will return to that page.
Calendar	View scheduled events for Exams, Discussion, Chat, Assignments, External Events (such as meetings), or Alerts. Lists up to seven instructor-posted events per date.
Chat	Allows live class communication.
Class Mailbox	Allows for individual, class and external e-mail.
Discussion	Provides an asynchronous forum for robust class discussions.
Exam	The Exam icon links to a regular exam (as opposed to a practice exam) for a lesson.
Location	Reports where you are in the course outline.

Overview	Displays a course description and links to course orientation features, the My Courses page, and the course itself. If you are logging on for the first time, you will also see icons that link to an instructor Bio, Texts and Lessons.
Notes	Links to an area where you can keep personal notes for the course.
Practice	The Practice icon indicates a practice exam. In appearance, practice exams look the same as regular exams, except that there are no essay questions, and your scores are not kept in the database (only you can view the result).
Survey	An instructor can create a survey for each lesson in the exam. If there is only one survey for the entire course, it is likely to be tied to the last lesson in the course.
Teams	Provides a link to team assignments, if enabled by the instructor.

Discussion

The Discussion feature allows you to post and reply to messages in the form of discussion threads. There is a separate discussion area for each lesson in the course. If your instructor has assigned you to a Team, there is also a separate discussion area reserved for member of your team.

To access the Discussion area:

After logging on to a course, choose from the following options:

- Click the *Discussion* icon on any course content page.
- Click *Communicate* in the left-side navigation bar, then click *Discussion*. A list of lessons will appear with the total number of postings for each lesson and information on recent activity. Click a lesson name to enter the Discussion area.
- Click *Shortcuts* in the left-side navigation bar. Select a particular course and lesson, then click *Discussion Thread* beneath the name of the lesson.
- If your instructor has assigned you to a Team, you can also go to a separate Discussion area specifically for that team. Click the *Team* icon at the top of any course content page, then click the name of the team. Next, click the *Discussion* icon at the top of the Teams assignment window. Members of the team are listed at the top of the window.

To use Discussion:

From the main page of the discussion area:

- Choose a lesson from the Lesson pull-down menu.
- All existing messages for that lesson will be displayed in the lower portion of the page. The author's name and date and time of the posting are listed to the right of the subject. Unread messages are marked with a red arrow, and previously read messages are marked with a blue arrow.
- **To sort messages:** Use the pull-down menu labeled "Sort Initial Thread By" to sort existing messages. (Choose from Sort by Date Posted [Ascending or Descending], Author, or Subject.)
- **To view activity for all lessons:** Click *Summary* at the top right side of the page to view a list of all lessons with the total number of postings for each lesson and information on recent activity. Click a lesson name to go to Discussion for that lesson.
- **To send an e-mail to any submitter**, click the name of the submitter.

To start a new discussion thread:

- Click on *Start a New Thread*.
- Enter a subject and the body of your message. You can attach a file if you wish. Click the *Post* button to post the message.
- When entering the body of the message, you can use the Inline Editor to enhance the text. Use the menu at the top of the Message area to select font; change text size; create bold, italicized or underlined text; link to a web page; add color to text; or cut, copy, and paste text.
- Click on *Click Here to use the Text Editor* if you wish to use HTML tags to enhance the text instead of the Inline Editor.

- At the top right side of the window, click *Main* to return to the Discussion main page (the list of all messages within the current lesson), *Summary* to view activity for all lessons in the course, or *Exit* to exit entirely from the Discussion area.

To view an existing message:

- Click the subject of the message.

- **E-mail the submitter:** Above the text box where the message is displayed, click *E-mail Author* to send an e-mail to the submitter.
- **View an entire thread:** Also above the text box where the message is displayed, click *View Entire Thread* to see all messages in the discussion thread. Scroll up and down to see all the postings.

- **Marking messages as read:** When you click *View Entire Thread*, new messages will be indicated by a '*New'* graphic beside the date of the message. To mark a message as read, click the *Mark as Read* check box next to the message, then click *Submit* at the top right side of the window. To mark all messages as read, use the *Mark* pull down menu at the top of the page and select *All New,* then click *Submit.*

To view an attachment to a message:

- If a file has been attached to a message, the file name will be listed next to the heading "Attachment" beneath the message. Click the file name.

To reply to a message:

- Click *Reply* at the top of the window. See instructions above for using the Inline Editor to enhance text in the body of your message. You can also include an attachment with your reply if you wish. Click the *Post* button to post the message.
- At the top right side of the window, click *Main* to return to the Discussion main page (the list of all messages within the current lesson), *Summary* to view activity for all lessons in the course, or *Exit* to exit entirely from the Discussion area.
- If you click Main to return to the Discussion main page after posting a reply, you will see that the reply is visually indented from the message you replied to.
- When replying to a message, the system will include the original message in the body of the reply. It is recommended that you delete any unnecessary text from the original message before posting your reply.

Note:

- Keep discussion thread entries under 4,000 characters. If you want to create longer thread entries, attach as separate files.

- The instructor and system administrator have the capability to view, edit, and delete any messages that have been posted.

Exams

Introduction

Your instructor can choose to set up both practice exams and regular exams for any lesson in the course. Some instructors may have an exam that accompanies each lesson; other instructors may have exams for a few lessons or perhaps only a final exam with the last lesson of the course. You should check the top of course content page for each lesson to see if the *Exam* or *Practice* icon appears. If either icon is present, then there is a regular exam or practice exam for that lesson.

Exams can contain several question types: multiple-choice, true/false, yes/no, fill in the blank, and essays. You will be able to see your score immediately upon completion of the exam, with one exception. If the exam includes an essay question, the instructor will have to assign a grade manually to the essay before you can view your total exam score. Once all essays in the exam are graded, you can check the Grade Book for your total score.

A practice exam is very similar to a regular exam, except that there are no essay questions, scores cannot be seen by the instructor, and scores are not kept in the database. You will see your score immediately upon completion of the practice exam, but cannot view it later on.

For regular exams, you can view your grades at any time by checking the Grade Book.

Instructors have a degree of flexibility in designing exams. For example, the exam may or may not have a time limit, or you may or may not be able to retake the exam to improve your score. For more information on special features that can be incorporated into an exam, see the **Exam Special Features** section below. Check with your instructor to find out how your particular exams have been designed.

To take an exam:

1. Click the *Exam* icon (for a regular exam) or the *Practice* icon (for a practice exam) on the course content page.
2. Before you enter the exam, a Directions page will appear. Be sure to read this section before you begin. The Directions page lists the number of questions in the exam, the time allowed, the score required to pass, and the maximum number of attempts. The lower section of the Directions page tells you how to navigate within the exam, how to save your work, how to bookmark your place within an exam, and how to submit your answers.
3. Answer the exam questions.
4. Click *Submit Exam* to record your answers.
5. Your exam score will appear on the following page. If your exam includes any essay questions, you will receive the message *Exam Submitted for Evaluation.* You can continue by selecting Syllabus from the left-side navigation bar, and from there, selecting another lesson and topic. Once your instructor has graded the essay(s), check the Grade Book for your total exam score.

Exam Special Features: There are some exam features that your instructor may or may not incorporate into your exam.

- After completing the exam, you may see a button labeled *View Exam Results*. Click the button to see a summary of each question and your response to each question (see "Response" listed beneath the question). Incorrect answers are marked with a red letter 'X.' The instructor also has the option of providing you with the correct answer to each question (see "Answer" listed beneath the question). Your instructor can also send feedback messages concerning your response (see "Feedback" beneath the question).
- All questions in the exam can be worth the same number of points, or the instructor can choose to 'weight' questions so that some questions are worth more than other questions.
- If you are allowed to retake an exam, you may see the same questions again or you may see a different set of questions (i.e., a randomized exam, where no two exams are identical).

- If your instructor permits retakes of an exam, you may not see the correct answer in Exam Results until the final allowed attempt (for example, attempt number 3 of 3 permitted attempts).

- Your instructor may choose to activate a Related Topics feature. You will see a *Related Topic* icon next to the question in the exam (you may see the icon in the exam itself or in the Exam Results page). Click the icon to link to course material that is related to the question.

- Your instructor can prevent you from going on to the next lesson in the course until you have passed the current exam.

- Your access to the exam may be restricted to certain dates and time. A message will appear on the Directions page to let you know when the exam is available.

External Collaborative Tools

You can hold face-to-face conversations and collaborations from anywhere around the world using external collaborative tools like MS Netmeeting's audio and video conferencing or Centra Software's eMeeting, Web conferencing, or virtual classroom.

With External Collaborative Tools, you get a complete set of capabilities for live e-Learning in scalable, extensible Web applications. Ideal for highly interactive team collaboration, virtual classrooms, and hands-on training, ECT can support hundreds of simultaneous users in a live, structured environment for hands-on technical training, online workshops and labs, virtual universities, and product training.

To use ECT:

1. After logging-on, click *Communicate* in the left-side navigation bar.
2. Click *External Collaborative Tools* to launch the application.
3. Any ECT will come with its own system Help.

Note: In LRN courses, there will be an ECT link at the top of the page with other course feature links.

FAQs

The Resources area includes Frequently Asked Questions as course reference material.

To use FAQs:

1. After logging on, click a course title.
2. Click *Resources* in the left-side navigation bar. Then click *FAQs*.
3. Read FAQs. Return to the course by clicking any button on the left-side navigation bar.

Note: Icons at the top of the page link to other Resources features (Glossary, Internet Links, and References)

Feedback

This communication feature lets you take a course evaluation or other questionnaire from a third-party source. Your instructor can enable this link to an outside survey software.

To use Feedback:

1. Click *Communicate* in the left-side navigation bar from anywhere in the course.
2. Click *Feedback.* Follow any instructions from your instructor. Fill out the online survey and submit.
3. Close the window to return to your course.

Note: Your instructor can also create course surveys that you can access from the Survey icon at the top of any course content page. This type of survey is not linked to external software.

Glossary

The Resources area includes a glossary, with terms listed alphabetically with brief definitions, as course resource material. Individual terms may be included in the content of the course, but the Glossary provides an organized and detailed list.

To use Glossary:

1. After logging on, click a course title.
2. Click *Resources* in the left-side navigation bar. Then click *Glossary*.
3. Select the letter of a known term you want to look up. This will take you to an alphabetical listing of glossary terms and definitions for that letter.
4. Return to the course by clicking any button on the left-side navigation bar.

Note: Icons at the top of the page link to other Resources features (FAQs, Internet Links, and References)

Grade Book

Your personal grade book lets you view grades in any course from one central place. You can check individual grades, scoring weights, look at instructor comments, exam details, your overall course grade and course status. Your grades are private and can only be viewed by you and your instructor.

Types of Grade Books

Your instructor can choose from two types of Grade Books:

- The Pre-Defined Grade Book (the most common choice) displays your exams scores on the main page and has a link to *View Grade Detail*, where you can see your overall grade for the course, plus a breakdown of scores you were given for Activities, Participation, and Exams (Note: These are pre-defined grading categories and not all instructors will assign a score for Activities and Participation).

- The Custom Grade Book has a different format, and lists grading categories of your instructor's own choosing (for example, a paper, a special assignment, or a mid-term exam). There will be a column for each grading category. You can click on any score to view details about the grade, or link to *View Exam Details* to get more information on your exam scores.

Instructions for both types of Grade Book are provided below.

<u>Pre-Defined Grade Book</u>

To view your grades and exam details:

1. Click *Grade Book* in the left-side navigation bar.

2. A list of course titles will appear, along with the date of your last log-on and status in the course (Not Started, In Progress, or Completed). Select a course title to continue.

3. After you select a course title, a list of all lessons for the course will display. Beside each lesson are columns for Score, Status (Passed, Failed, Not Evaluated, or Bookmarked), and Test Date.

    - The number in the Score column represents the raw score (or number of points) you have received for each exam you have taken. To see your overall Grade for the course, click *View Grade Detail* at the top of the page (see Step 5 below).

    - If your instructor has allowed multiple retakes of an exam, the latest exam information will appear. See step 6 below to view scores for each retake.

    - If the exam includes any essay questions, your instructor must evaluate and grade each essay question manually before an exam score will be reported in the Grade Book. You will see a temporary score of 'tbd' (to be determined) until the actual score has been entered by the instructor. The Status will be listed as Not Evaluated.

4. If enabled by the instructor, you can click on a lesson title to view a detail page of results for that exam. The detail page includes your responses to each question, which questions were answered correctly or incorrectly, and, if provided by the instructor, may include the correct answer to each question and a feedback message.

5. Click *View Grade Detail* at the top of the page to view your overall grade in the course and scores the grading categories for example Activities, Participation, and Exams. Scoring weights for each grading category also listed. For example, Activities might by worth 25% of your overall grade, Participation might be worth 15%, and Exams might be worth 60%. Some instructors may choose to make Exams the only grading category. In this case, the weight for Exams would be 100%, and the weight for Activities and Participation would be 0%. To arrive at the overall grade at the top of the page, the program takes your scores in each grading category and multiplies that score by the scoring weight listed next to it.

    Note: The score for Exam(s) on the View Grade Detail page represents all of the exams that you have completed to date. To arrive at this score, the program uses a separate type of weighting called the Exam Weight. For example, you might have two exams in the course, one worth 25%

of your total exam score, and the other worth 75% of your total exam score. You chould check with your instructor to obtain the Exam Weight for each exam in the course. As you complete each exam, the program takes your raw score (as displayed on the Main Page of the Grade Book), and multiplies it by the exam weight for that particular exam. This 'adjusted' exam score is then added to the total that is listed next to the Exam(s) heading.

6. If your instructor has permitted retakes of an exam, click *View History* at the top of the page to see a summary page of the exam Score, Status and Test Date for each attempt.

Custom Grade Book

1. Click *Grade Book* in the left-side navigation bar.
2. A list of course titles will appear, along with the date of your last log-on and status in the course (Not Started, In Progress, or Completed). Select a course title to continue.
3. A score will be listed for each of the grading categories that your instructor has created.
4. Click on a score to view information about that grade. You will see the maximum number of points available and the score you were given. The instructor can also add a Description of the grading category, Grading Criteria, and Comments.
5. Click on the link to *View Exam Details* to find out more about your exam scores. You will see a list of each lesson for which you have completed an exam, along with the score you achieved on each exam. If enabled by the instructor, you can click on a lesson title to view a detail page of results for that exam. The detail page includes your responses to each question, which questions were answered correctly or incorrectly, and, if provided by the instructor, may include the correct answer to each question and a feedback message.

Forgot User Name and Password

If enabled by your organization, a *Forgot Your User Name or Password?* link allows you to access your user name and password from a native or external database.

If you have forgotten your User Name and Password:

1. Click *Log On* in the left-side navigation area. Beneath the user name and password fields you will see the phrase "Forgot your User Name or Password?"

2. Click the phrase *Click here to look it up!*

3. Enter your last name and e-mail address and click *Submit*.

4. You will immediately receive your user name and password via e-mail.

Internet Links

The Resources area includes Internet links, listed alphabetically with brief descriptions, as course resource material. Individual URL links may may be included in the course content, but the Internet Links page provides an organized and detailed list.

To use Internet Links:

1. After logging on, click a course title.
2. Click *Resources* in the left-side navigation bar. Then click *Internet Links*.
3. View the list of Internet Links. Click any URL in the list to go to that web site.
4. Return to the course by clicking any button on the left-side navigation bar.

Note: Icons at the top of the page link to other Resources features (FAQs, Glossary, and References)

Lessons List

You can view a list of all lessons in your course before you begin. The Lessons list is similar to a Syllabus, except that the topics cannot be selected to take you to a course content page.

To access:

There are two ways to access the Lessons list before you begin a course.

1. Before logging on, click *Courses* or *Buy Course* in the left-side navigation bar. Click a course title. The course Overview page appears. Click the *Lessons* icon at the top of the Overview page.

2. After logging on, click the course title of course in which you have enrolled, but have not yet started. The course Overview page appears. Click the Lessons icon at the top of the Overview page.

Location

The Location icon tells you where you are in the course Syllabus. A pop-up window displays on top of your current course content page.

To use Location:

1. After logging on to your course, go to any course content page (select a topic from the Syllabus).
2. Click the *Location* icon. The entire course outline will appear. The lesson and topic where you are will be highlighted, with an arrow pointing to the topic where you are.
3. Close the pop-up window when finished.

Notes

The Notes features lets you store class notes for each course. Stored chronologically, Notes can be used like virtual Post-its. This feature is best for short, direct jottings (up to approximately 450 words) rather than extensive class notes, which should be saved as separate Word documents that can be pasted or attached into Chat, Discussion, Teams, or other communication areas of the course.

Your notes are confidential and not viewable by your instructor or other users.

To view your notes:

Click the *Notes* icon on any course content page.

-or-

Click *Shortcuts* in the left-side navigation bar. Select a particular course and lesson, then click *Notes* beneath the name of the lesson.

To add, modify and delete notes:

After entering the Notes area, select a course from the *Course:* drop-down box.

- **To add a note**, go to the Action pull-down menu and click *Create Note*. A text box will appear where you can enter text directly or cut and paste text from another document. Click *Add*.

  If you wish to enhance the text, use the selections at the top of the text box (called the Inline Editor) to choose a font; change text size; create bold, italicized, or underlined text; link to a web page; or add color to text. You can also use the icons at the top right of the menu to cut, copy, and paste text.

  If you wish to enter text with HTML tags, click *Click here to use the Text Editor*.

- **To modify a note**, click on the text that makes up the body of the note in the Notes column. A separate window will appear where you can make changes to the text. Click *Modify* when you are done.

- **To delete a note**, select the note you want to delete by clicking the appropriate check box in the Select column. In the Action pull-down menu, click Delete. You can select all notes at once by clicking on the heading of the Select column.

To print a note:

1. Click *Print View* at top right of the Notes window to open a separate, floating window for printing your notes. Print using your browser print procedure.

2. Click *Edit View* to return to the main Notes window, or *Exit* to return to your course content page.

To download notes:

- While in Print View (see above), select **File / Save** as to download a note to your computer.

Profile

Note: If your installation has Active Directory, please see Profile (Active Directory).

To access: Click the *Profile* link in the left-side navigation bar after you have logged on.

The Profile page holds information that identifies you as a student, including your user name and password and personal information. The Profile also serves as an area where you enter personalized settings that impact Chat, the Class Mailbox, and other course features.

Note: Instructors may choose to enable or disable the *Profile* link.

In some courses, instructors may ask you to store files on your machine that are associated with the course; in your Profile, you will designate the drive on your machine where the associated files will be stored.

Background and Contact Information: The profile includes basic information such as first and last name, user name (which must be unique in the system), password, student ID, e-mail address, job title, department, organization, phone number, fax number, address, additional comments, educational information, and experience.

Chat Information: If your instructor has enabled the Chat area for your course, you will need to select a Chat Refresh Rate, which controls how frequently new messages are posted in the Chat room. The recommended rate is ten to twenty seconds. You can also enter a Chat Nickname if desired. This name will appear in place of your first and last name when you post Chat messages.

Class Mailbox Information: If your instructor has enabled the Class Mailbox, you will also need to fill in several communications-related fields.

- For the Class Mailbox, you will need to add your e-mail address as well as POP mail server information in order to retrieve e-mail from an external location (contact your ISP for the POP Mail Server address, user name and password). If you instead wish to link to your external e-mail location, you can enter the web site address (e.g., www. hotmail.com) in the POP Mail Server field (you do not need to enter the user name and password here).

Client Drive Setting for Associated Files: Your instructor may ask you to store files on your machine (referred to as a client machine) that will be automatically incorporated into the course material. Referred to as client-side files, these files will be distributed in advance on CD-ROM, floppy disk, etc., and may be may be text, graphic or multimedia files. On the Profile page, you select the Client Drive where the files will reside: either the hard drive, CD drive, or network drive.

After you select a client drive:

1. Restart your computer before loading the disk drive material.
2. Log on again. You can check the drive selection at any time by returning to your Profile.
3. Load the designated client-side files. The files will automatically be associated to the appropriate course pages.

To modify the Profile page: Enter new text or edit existing text. Click *Modify* to save changes.

Notes:

- The maximum length for User Name/Password, POP Mail User name/Password, and Chat Nickname is 40 characters.
- You can enter either a POP Mail server IP address or a URL link for e-mail, such as Hotmail or Yahoo.com in the POP Mail Server text field.
- There is no client-side file association for Macintosh.

Profile (Active Directory)

To access: Click the *Profile* link in the left-side navigation bar after you have logged on.

If your organization has Active Directory, the fields on your student Profile will be limited to fields related to personal settings for Chat and the Class Mailbox, plus comments and biographical information.

Contents of the student Profile:

Identification, Contact, and Background Information: Fields that you can modify from the student Profile page include Student ID, Comments, Education and Experience.

Note: Other identification and personal information, such as First and Last Name, User Name, Password, E-Mail Address, Job Title, Department, Organization, Phone Number, Fax Number, and Address, are stored in the Active Directory and are not accessible to students. Except for First and Last Name, this information is not displayed on the Profile page.

Chat Information: If the instructor has enabled the Chat area for a course, you will need to select a Chat Refresh Rate, which controls how frequently new messages are posted in the Chat room. The recommended rate is ten to twenty seconds. You can also enter a Chat Nickname if desired. This name will appear in place of your first and last name when posting Chat messages.

Class Mailbox Information: If the instructor has enabled the Class Mailbox, you will also need to fill in several communications-related fields.

- For the Class Mailbox, you will need to add your e-mail address as well as POP mail server information in order to retrieve e-mail from an external location (the student's ISP must supply the POP Mail Server address, user name and password). If you instead wish to link to an external e-mail location, you can enter the web site address (e.g., www. hotmail.com) or a POP Mail Server IP address in the POP Mail Server field (there is no need to enter the user name and password here).

Client Drive Setting for Associated Files: The instructor may ask students to store files on their machines (referred to as a client machines); these files will be automatically incorporated into the course material. The files will be distributed in advance on CD-ROM, floppy disk, etc., and may be may be text, graphic or multimedia files. On the Profile page, you select the Client Drive where the files will reside: either the hard drive, CD drive, or network drive. Note: There is no client-side file association for Macintosh.

After you select a client drive:

1. Restart your computer before loading the disk drive material.
2. Log on again. You can check the drive selection at any time by returning to your Profile.
3. Load the designated client-side files. The files will automatically be associated to the appropriate course pages.

To modify the Profile page: Enter new text or edit existing text. Click *Modify* to save changes.

Notes:

- The maximum length for User Name/Password, POP Mail User name/Password, and Chat Nickname is 40 characters.
- You can enter either a POP Mail server IP address or a URL link for e-mail, such as Hotmail or Yahoo.com in the POP Mail Server text field.
- There is no client-side file association for Macintosh.

References

You instructor may provide a separate list of reference material for the course. The References page is kept in the Resources area, where you can also link to Books and Supplies, FAQs, a Glossary, and Internet Links.

To use References:

1. After logging on, click a course title.
2. Click *Resources* in the left-side navigation bar, then click *References*.
3. Return to the course by clicking any button on the left-side navigation bar.

Note: Icons at the top of the page link to other Resources features (FAQs, Glossary, and Internet Links)

Roster (Class List)

The Roster lists the names, e-mail addresses, and locations of registered students. At the top of the Roster, you will also see the name of the instructor, the instructor's e-mail address, and the total enrollment in the course.

You can e-mail other students or the instructor by clicking an e-mail address.

You can also find out more information about the instructor by clicking on the Instructor name. If provided by the instructor, phone number, fax number, a photo, and background information will appear in an Instructor Bio.

To access: After logging on and selecting a course, select *Roster* in the left-side navigation bar.

Surveys

A survey can be created by your instructor for any lesson in a course. The appearance of a survey is similar to an exam, with a range of question types, including True/False, Yes/No, Multiple Choice, and Essays. If there is only one survey for a course, it is most likely to be associated with the last lesson in the course.

Your instructor can choose to make the survey anonymous (meaning that your instructor will only be able to see aggregate results from the entire class and will not be able to see your individual responses), or non-anonymous (your instructor can see how you answered each question). A message will appear at the top of the survey to let you know whether the survey is anonymous or not.

To access: Go to a course content page by clicking on a given topic within the Syllabus. If there is a survey for a that lesson, the survey icon will appear at the top of the course content page. Click the icon to access the survey.

Notes:

- You may take a survey only once.
- You are not required to answer every question.

Search

The Search feature allows you to search for strings of text across all topics within each lesson, Notes, Discussion, and the entire Resources area (including the Glossary, Internet Links, FAQs, and References).

To use Search:

1. Click *Search* in the left-side navigation bar.
2. In the Search For field, enter a term or string of characters you wish to locate. In the Search In pull-down menu, choose an area of the database where you wish to search. (Choose from All, Discussion, FAQs, Glossary, Internet Links, Notes, References, and Syllabus. Note: The Syllabus selection covers all course content).
3. Click *Find*.
4. A list of links where the specified text was located will display. The search will cover all courses in which you are enrolled. Click on a link to go directly to the page where the text was found.

Notes:

- If you are searching the Discussion area of the database, the search feature does not cover files that may have been attached to Discussion messages.

Shortcuts

The Shortcuts feature lets you gain quick access to any lesson and topic within a course, and also provides quick links to Discussion, Chat and Notes for each lesson.

A *Search* button links to the Search feature, which lets you search for strings of text across all topics with each lesson, Notes, Discussion, and the entire Resources area (including the Glossary, Internet Links, FAQs, and References).

To use Shortcuts:

After logging on, click *Shortcuts* in the left-side navigation bar and choose from the following options:

- Click the plus sign (+) next to a course or lesson folder to expand the folder.
- A minus (-) sign next to a course or lesson folder indicates that the folder is fully expanded. Click on the minus sign to close the folder.
- Within each lesson folder, you will see links to Chat, Discussion Thread, Notes, and each topic within the lesson. Click on any of these links to go to that section of the lesson.
- Click the *Search* button. In the Search For field, enter a term or string of characters you wish to locate. In the Search In pull-down menu, choose an area of the database where you wish to search. (Choose from All, Discussion, FAQs, Glossary, Internet Links, Notes, References, and Syllabus. Note: The Syllabus selection covers all course content).

  A list of links where the specified text was located will display. The search will cover all courses in which you are enrolled. Click on a link to go directly to the page where the text was found.

Notes:

- The Search feature does not include searches of files that may have been attached to Discussion messages.
- Proctored courses and courses requiring you to pass an exam to see the next lesson are protected and are not accessible by Shortcuts.

Teams

The Teams feature provides forum for student participation, problem-solving, small group interaction, and even one-on-one mentoring. Instructors assign students to teams for individual lessons, give each team an assignment, then monitor team progress.

Each team has its own submission area where members can work jointly on text that is to be submitted to the instructor. In addition, there are Chat, Discussion, and Mailbox areas that can be used only by members of the team. A Notes area for the team allows notes to be shared among members. In the Files area, members can upload files that can be submitted to the instructor.

To access the Teams area:

After beginning a course, click the *Teams* icon on any course content page. If the icon is gray, the instructor has not assigned you to a team for that lesson. Once you have clicked on the *Teams* icon, you will see a list of teams to which you have been assigned. Click on a team name to enter the Teams area.

Overview of the Teams area:

- Members of the team are listed at the top of the page.

- The Assignment and Due Date are listed immediately beneath the Team area icons. Instructor comments are listed at the bottom of the page.

- A Submission area is in the center of the page. Here, you can work jointly with other team members on an assignment that can be submitted to the instructor.

- One person at a time can have control of the Submission area. This person is designated as the Editor. The other members of the team are designated as Viewers.

- The name of the current Editor and Last Edit date will be listed immediately beneath the *Submission:* heading. As long as someone else is acting as Editor, your Editor icon at the top of the page will be disabled (grayed out). Once the current editor has signed out, the Editor icon will be enabled (bright in color). If no one is acting as editor, the message *Currently, all members are Viewers* will appear.

- **To become the Editor**, click the *Editor* icon. You will then see the *View* icon in place of the Editor icon.

  Important: While you are Editor, no one else can make updates to the text in the Submission area. You must release editorial control in order for others in your team to have access to the text (see next item below). If you log off without releasing editorial control, you will remain the Editor.

- **To release editorial control,** and become a Viewer rather than Editor, click the *View* icon.

- In addition to the text in the Submission area, you can also send separate files to the instructor (see **Upload/Delete files**), below.

- The team is also has a special areas for Notes, Discussion, Chat and e-mail that are separate from the regular class Notes, Discussion, Chat, and e-mail. See **Team Notes**, **Team Discussion**, **Team Chat**, and **Team Mailbox** below.

Entering Text in the Submission Area:

- Once you have become the Editor, you have control of the Submission area. You can type in plain text directly, or use the menu at the top of the text area (called The Inline Editor) to enter enhanced text with different selections for font, size, color, positioning, etc. You can also insert images or tables. See Inline Editor for more information

- If you don't see text in the Submission Area text box, click the *Refresh* icon at the top of the page.

- Each time you click the *Post* button, your changes will be saved. The instructor can also view the text that you Post at any point in your work on your assignment, and send you comments. The instructor should not grade the submission until after the assignment due date.

Team Notes:

- Click *Notes* to access the teams Notes area. Here, notes are shared among all team members.

Team Discussion:

- Click *Discuss* to enter a discussion with other members of the team.

Team Chat:

- Click *Chat* to go to the chat area for the team.

Team Mailbox:

- Click *Mailbox* to send e-mail to other members of the team. (In the *To:* pull-down menu, you can select *All Members* or individual members of the team.)

Upload / Delete files:

- Click *Files* to upload files. Browse to the document you wish to upload, then click *Upload File.* The files that you upload will be automatically submitted to your instructor. To delete a file (and thus remove it from the view of the instructor), click *Files,* place a checkmark in the Delete check box next to the file you wish to remove, and click *Delete*. Click *Exit* to return to the Teams main page.

Teams Area Inline Editor

The Inline Editor simplifies and enhances word processing and formatting when entering text.

To access: After entering the [Teams](#) area, click on the Editor icon. The Inline Editor appears where text is entered in the Submission area.

The Inline Editor allows you to:

- Select font style, point size, and display attributes
- Control text, justification, and indents.
- Create bulleted and numbered lists and tables.
- Insert images.

Note:

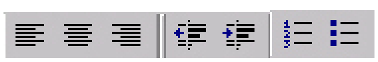
- Internet Explorer is required
- Macintosh does not support the Inline Editor.

To use Inline Editor:

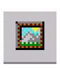
Type in text, copy and paste, and format material as you like.

Control font style, point size, and display attributes (bold, italic, or underlined text, colored text, or colored background behind text) with the following selections:

Set alignment, indentation and bulleting with the following selections:



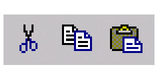
Insert an image with the following selection:



Note:

- In order for an image to appear, you must upload the image. From the Teams main page, click *Files*.

Cut, copy and paste with the following selections:



Use the following selections to insert and modify tables:

Notes:

- You can cut, copy and paste text from an external document.

- Certain typographic characters (such as smart quotes) may not paste correctly into the Inline Editor. Check to make sure all characters are recorded accurately before submitting an assignment.

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Tech Support / Requirements

Troubleshooting

Questions from first time users

Q: I am entering the user name and / or password I was given, but I still can't log in. Why?

1. Be sure that cookies have been enabled on your computer; otherwise, access to courses will be denied. (To enable cookies, go to Tools/Internet Options/Privacy/Advanced. Select *Override Automatic Cookie Handling*.)

2. Check that your user name and password are spelled correctly and that the Caps Lock key on your keyboard is off.

3. If you have a firewall on your home computer, you will need to add a rule that allows incoming and outgoing traffic through your firewall for your online course's URL. Consult your firewall's user manual for further information. If your computer is part of a network with a firewall that you do not have access to, contact your IT administrator for assistance.

4. If none of the above scenarios fit, clear your cache and try again.

Q: I am getting an error message that says my session has 'Timed Out.' What does that mean?

Your session is configured by default to time out after 20 minutes of inactivity. If you receive a timeout message, it is most likely because of one of the following:

1. There was a connection problem.

2. You cleared your browser's cookies while logged into your course.

3. You may have hit a key combination that logged you out of your course.

4. Your browser is not properly configured to accept cookies for your course.

5. If none of the above is the reason, contact your instructor.

System Requirements

System requirements for operating IntraLearn software, database server requirements, plug-ins and minimum client requirements (e.g. workstation and browser) are listed below. IntraLearn's application server has been designed to effectively deliver large volume, high-transaction e-Learning sites with features that support performance, availability and scalability. The application server component complements the use of known, industry standard hardware and system software configurations that support scalability. See the Checking Browser Settings document, included on your installation CD, for full details on cookies, Java, and JavaScript support.

Note: IntraLearn has been shown to work seamlessly under Windows 95/98/ME. However, since Microsoft has discontinued support for these operating systems, IntraLearn will no longer address any issues related specifically to these operating systems.

The specifications listed on the following pages apply to:

- IntraLearn LSP 4.0.2 and above
- IntraLearn XE 4.0.2 and above
- IntraLearn SME 4.0.2 and above

Server Requirements
Operating System: Windows Server 2003 Standard Edition Windows Server 2003 Enterprise Edition Windows Server 2003 Datacenter Edition Windows 2000 Server with SP4 or later Windows 2000 Advanced Server with SP4 or later Windows 2000 Datacenter Server with SP4 or later **Database:** SQL Server 2000 Standard Edition with SP4 or later SQL Server 2000 Enterprise Edition with SP4 or later SQL Server Reporting Services **Web Server Components:** Microsoft Internet Information Services (IIS) 6.0 Microsoft Internet Information Services (IIS) 5.0 Microsoft .NET Framework 1.1 **Application Server:** Macromedia ColdFusion MX 6.1 Application Server **Hardware Specifications:** 512 MB RAM 30 MB hard disk space* CD Drive Tape backup device (recommended) * IntraLearn application only. This does not include the disk space requirements for database, application server and other web server components. Consideration must be given for growth requirements as courses are added to the application and the number of students increases.

User Requirements

PC:

Windows XP

Windows 2000

Windows 95/98

Internet Explorer 5.5+

Netscape 7.0

Macintosh:

Macintosh OS X

Internet Explorer 5.2 Macintosh Edition

Netscape 7.1 Macintosh Edition

Mozilla Firefox

Notes:

- Java2 Runtime Environment (JRE) Standard Edition (a free download from Sun Microsystems) required for system administrators and instructors to view the Hierarchy, and for students to view SCORM courses.
- Resolution 800x600 (recommended).

General Requirements for HTML-compliant Browsers

- Accepts cookies - per port
(if cookies are disabled, the student will not be able to log on)
- Supports JavaScript 1.0 and Java 1.0.2.
- Supports XML parsing
- Supports style sheets

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